GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:3162
ANSWERED ON:23.08.2006
QUALITY OF INTERNET SERVICE .
Chakrabortty Shri Swadesh;Choudhary Shri Nikhil Kumar;Yadav Shri Bhal Chandra

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) Whether any survey has been conducted by the Telecom Regulatory Authority of India regarding quality of service being provided by the Internet service providers;

(b) If so, the details thereof;

(c) If not, the reasons therefor;

(d) The number of Internet subscribers in the country, State- wise; and

(e) The place India occupies in the field of internet use in the age group of above 15 years?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) Yes, Sir.

(b) To identify the problems faced by Internet users, Telecom Regulatory Authority of India (TRAI) had prepared a questionnaire containing various items relating to the provision of service, accessibility problems, problems while using Internet, customer service, tariff, equipment details and general comments, if any etc. Based on this questionnaire, an online survey was conducted by TRAI using their website for a period of one month from 15 June 2000 to 15 July 2000 during which the users could fill in the form and forward the responses electronically as well as by post. A total of 468 responses were received. The issues which had arisen from this survey were further considered by TRAI while issuing the `Regulation on Quality of Service of Dial-up and Leased Line Internet Access Service, 2001` dated 10th December, 2001.

(c) Does not arise in view of (a) and (b) above.

(d) Details regarding the number of Internet subscribers in the country, as reported by Internet Service Providers (ISPs) are given in the Annexure.

(e) As per a newspaper report, US-based technology research firm M/s Comscore Networks has conducted a survey. As per this survey, India has become the 9th biggest country in terms of the online population in the age group of above 15 years as on June 2006.